Regional Training Center Operations Guide

Regional Operations and Local Support

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Introduction:

The Virginia Department of Social Services (VDSS) Regional Operations and Local Support Division manages regional training centers in five regions across the Commonwealth to support training for all VDSS Divisions. In each region, computer labs and training rooms are available for reservation.

This procedural guide provides reservation, usage and maintenance instructions for the training rooms in Regional Training Centers located in the Eastern, Central, Northern, Piedmont and Western Regions.

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Training Center Contacts and Locations

Training Center	Training Facilities Specialist (main contact)	Regional Operations Manager (back-up contact)	Inclement Weather/ Closures Contact	Address
Central	Christal Robinson 804-662-9743 Christal.Robinson@dss.virginia.gov	Reta Heins (804) 662-9751 Reta.heins@dss.virginia.gov	804-662-9743	1604 Santa Rosa Road Suite 130, 1st Floor Henrico, VA 23229
Eastern (Newport News)	Rhonda Varner 757-552-1193 Rhonda.Varner@dss.virginia.gov	Annette Richardson (757) 985-4705 Annette.Richardson@dss.virginia.gov	757-552-1194	825 Diligence Drive Suite 209 Newport News, VA 23606
Eastern (Norfolk)	Rhonda Varner 757-552-1193 Rhonda.Varner@dss.virginia.gov	Annette Richardson (757) 985-4705 Annette.Richardson@dss.virginia.gov	757-552-1194	420 N. Center Drive Bldg. 11, Suite 102 Norfolk, VA 23502
Northern	Marty Stuart 540-347-6418 Martha.Stuart@dss.virginia.gov	Ann-Marie Giannini (540) 347-6308 annmarie.giannini@dss.virginia.gov	540-347-6418	410 Rosedale Court Suite 270A Warrenton, VA 20186
Piedmont	Karen Smith 540-857-6018 Karen.Smith1@dss.virginia.gov	Anita Brown (540) 613-9586 Anita.Brown@dss.virginia.gov	540-204-9613	First Campbell Square Building 210 1st Street SW Suite 405 Roanoke, VA 24011
Western	Rebecca Keen 276-623-0134 Rebecca.Keen@dss.virginia.gov	Lisa Stowers (276) 676-5490, Option 3 Lisa.Stowers@dss.virginia.gov	276-676-2390	450 Commerce Drive Suite 6 Abingdon, VA 24211

Directions to each Regional Training Center are located on the COVLC webpage under the Important Links section (right side) at:
http://www.dss.virginia.gov/benefit/vlc/index.cgi

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Program/Division Responsibilities

Each program or division requesting use of training center space is responsible for the tasks listed in this section as described.

Instructions for all COVLC functions are located on the VDSS website. Administrative access will need to be assigned to the representative performing this work, and training for the administration of these functions can be provided upon request by the COVLC team. Please submit a request for access and training via a VCCC Help Desk ticket (refer to page 10).

Training Room Reservations and Cancellations

- Reservation requests for all regional classrooms and computer labs should be submitted via iCal calendars located on SPARK's Regional Training Centers page.
    - Reservations will be accepted for up to six months from the fifth day of the current month.
    - Submit reservation requests by checking the availability in the desired region and room, selecting "reserve" next to the location and completing the information form required.
    - You will receive a response within two business days confirming or denying your request. Each confirmation will also include room use instructions.
    - Email cancellations to: regionaltrainingcenters@dss.virginia.gov

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Scheduling of Training for Benefit Programs, Child Care and Family Services

- Priority for training room use is provided to Benefit Programs (BP), Child Care (CC) and Family Services (FS) training to ensure timely completion of mandated and required training for job skills.
- In order to provide an orderly reservation process, classrooms/labs will be reserved for BP, CC and FS classes according to the Scheduling Outline by Month.

    - The schedule for each program must be submitted by the first working day of each month for six months from the current month.
      Example: December training schedule must be submitted on the first working day of July
    - Event dates, course numbers, titles and assigned trainers should be included on the Classroom Event Request Form and submitted via email to the Training Facilities Specialists.
    - The Training Facilities Specialists will verify the requested class schedule and notify divisions of approval by the fifth working day of each month.
    - After verification of the schedule, all unencumbered dates will be released and available for reservation requests from all programs/divisions for up to six months from the current month.
    - Any training cancellations should be reported to the Training Facilities Specialists immediately in order to release the room reservation.

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Training Center Closures and Class Cancellations

- See inclement weather and closure contacts in the Training Center Contacts and Locations table (refer to page 4)
- If the Regional Office is opening on a delay, closed or there is an early departure, the Regional Training Center will also be closed and no training will be conducted.
- The Central Regional Director does not make the decision for closures, delays or early departures caused by weather conditions. Central Regional Office and Training Center go by the Richmond

Metro Area, per the Governor's Office. For example: If the Governor closes all State offices in the Richmond Metro area, the Central Regional Office and Training Center will also be closed. For information on closures, delays and early departures in the Richmond Metro Area consult the following resources:

  - Radio – WRVA (1140 AM) or any Clear Channel affiliate (e.g., Q94, Lite 98, XL102,106.5, Sports Radio 910)
  - Television – WTVR (6), WRIC (8), and WWBT (12)
  - Websites – (Commonwealth DHRM) www.dhrm.virginia.gov
  - Twitter – (Commonwealth DHRM) http://twitter.com/VirginiaDHRM
  - You may also contact the inclement weather number for the Central Regional Training Center after 6:45am at 804-662-9743.

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Posting New Courses

- Divisions/programs who have not yet received training for posting new classes in the COVLC may submit new course requests via a help desk ticket following the instructions - How to submit a help desk ticket for a new course (classroom or eLearning)
- New courses will be posted by the Organizational Development Division's LMS Administrators from.
- Course managers from divisions/programs who have received course load training may follow the instructions at How to build a Classroom Course to load new classroom courses in the COVLC.

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Posting Sections and Events in Learning Management System

- Enter all sections and associated events in the COVLC according to Scheduling and Managing Sections
- Include dates, location and trainers for each event.
- Change event specifics related to cancellation or postponement.

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Roster Management

- Monitor rosters for minimum enrollment and/or waitlists.
- Print rosters for classroom training by following Populating Rosters instructions.
- Enter accurate attendance info into the COVLC using Completion, No Show or Withdrawn designations by following How to close a roster instructions.
- Batch enroll participants who must be manually added or cancel enrollments when necessary - Batch Enrollment and How to Cancel Enrollment as a Course Manager or Trainer.

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Marketing

- Distribute communication to selected audiences for the following purposes:
  - Awareness of upcoming training
  - Alerts for cancellations, postponements or other scheduling changes
  - Information related to program specific training issues

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Production and Assembly of Training Materials

- Copy and assemble the training materials necessary for training held at the Central Regional Training Center and locations outside of all other Regional Training Centers, and for any courses not cataloged in the Learning Library.

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Course Evaluations

- Send course evaluation reminders, if desired. A reminder to complete surveys is included in the automated enrollment confirmation letter.
- Trainers are encouraged to ensure completion of surveys in computer lab based classes prior to ending the class and remind participants of classroom based courses to complete surveys upon their return to work.

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Class Cancellations

- Notify the training center of any cancellations.
- Notify participants of class cancellations prior to the day of training whenever possible (due to low enrollment, threat of inclement weather, etc.).
- Annotate a classroom event cancellation in the COVLC according to the instructions: How to Document the Cancellation of a Classroom Event.

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Training Center Maintenance

- Training center room use instructions will be provided upon confirmation of reservations.
- Follow all guidelines for room furniture arrangement, equipment use and clean up.

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Training Center Administrative Responsibilities

Training Facilities Specialists, with Regional Operations Managers as backup, are responsible for the below tasks, unless instructed differently by the Regional Director.

Maintenance

- Maintenance of training center equipment.
- Efficient operations of the training center.
- Provision of instructions specific to each classroom and lab. Sending room use instructions via email with confirmation of room reservation. Making available trainer folders with room use instructions in each training room.

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Scheduling

- Manage the schedule of each training center to avoid double booking and ensure efficient training center operations
- Manage room reservation requests and correspond to customer inquiries in a timely manner.

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Signage

- Post signage for each training event in common areas or on training room doors.
  NOTE: Event signage is not provided at the Central and Newport News Regional Training Centers.

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Copying and Assembly of Training Materials for Benefit Programs, Child Care and Family Services Only

- By a minimum of two weeks prior to training date, copy and assemble training materials for BP, CC and FS training once the training is available in the learning library.
- Provide standard supplies for the production of materials as specified in curriculum i.e. paper, binders/folders, etc. **NOTE:** Only paper is provided at the Central Regional Training Center.

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Supplies

- Provide standard classroom supplies for each room to include: Flip Charts, Markers, Paper Clips, Pens, Staples, Tape, etc.
- Any non-standard supplies should be provided by the affiliated program or division.

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Class Cancellations

- Communicate with Division Training Managers regarding center closures or delays due to inclement weather, building closure, etc.
- Post closure announcements on the VDSS public site.
  - Posting instructions: http://spark.dss.virginia.gov/divisions/pa/webdev/internet_coordinators/ic_closures.cgi
- Add cancellation voicemail message on Training Center phones and email out of office response.

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Special Instructions for Central and Newport News Regional Training Centers

The Central and Newport News Regional Training Centers are self-service facilities. There are no on-site staff members at Newport News available to provide assistance with setup, equipment operations or cleanup. Central has an onsite Training Facilities Specialist available for assistance. Trainers should arrive with adequate time to prepare the room for training - test equipment and greet participants. Please be respectful of the incoming trainers by leaving the room clean and ready for the next training. Trainer instructions are provided in each classroom and lab, as well as via regional and division training managers.

The following tips will assist with successful implementation of training in these rooms:

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Central Regional Training Center

- The doors to the building and the training suite are open from 6 a.m. to 6 p.m.
- A hoteling area is available for trainer use. There will be a copier, desktop computer, and phone for their use on a first come first served basis. The copier requires that the Trainer use a State Sonitrol or proximity access card. The door has a digital keypad lock.
- A supply room adjacent to the hoteling area has extra supplies should there be a shortage within the classroom.
- Digital keypad locks secure the Powhatan and Charlottesville rooms, and the Petersburg and Hopewell computer labs.
- In the event of inclement weather, you may call 804-662-9743 after 6:45 a.m. and the voicemail will reflect any closures or delays.
- The keypad code for all rooms is available via trainer instructions. Trainer instructions are available via program training managers and/or will be sent by email with room reservation confirmation.
- Trainers are encouraged to arrive early to access and set up their rooms for the day.
- Trainers should return the room to the original configuration at the end of each class and follow all instructions for clean-up and trash removal.
- Signage will *not* be provided directing learners to their classrooms. Trainers may post signage if desired, but must ***remove*** it at the end of training.
- The trainer instructions in each room provide contact numbers in the event of an equipment or facility malfunction.

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Newport News Regional Training Center

- The doors to the building and the training suite are open from 7 a.m. to 7 p.m.
- A reception area with a desk is available for trainer use. There is a data line, but no desktop computer in that area. The desktop is in the classroom.
- The suite door to the training area and supply closet has a keypad lock on the door. The supply closet is open and accessible to Trainers.
- The keypad code for the suite is available via trainer instructions. Trainer instructions are available via program training managers and/or will be sent by email with room reservation confirmation.
- In the event of inclement weather, you may call 757-552-1194 after 6:45 a.m. and the voicemail will reflect any closures or delays.
- Trainers are encouraged to arrive early to access and set up their rooms for the day.
- Trainers should return the room to the original configuration at the end of each class and follow all instructions for clean-up and trash removal.
- Signage will *not* be provided directing learners to their classrooms. Trainers may post signage if desired, but must ***remove*** it at the end of training.
- The trainer instructions in each room provide contact numbers in the event of an equipment or facility malfunction.

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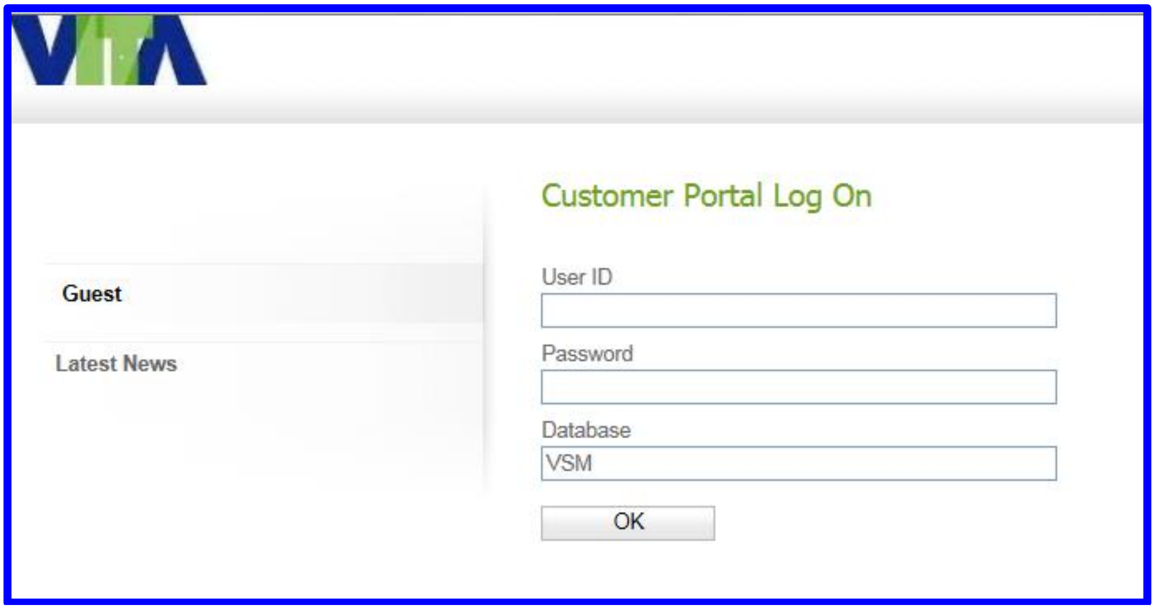
Help Desk

Submitting and Managing Your Tickets

- Training center staff will submit help desk tickets or service requests for network issues and equipment related failures.
- Trainers are responsible to submit help desk tickets or service requests related to program/division specific applications, i.e. ASAPS, OASIS, Spider, VACMS, etc.
- The VCCC Help Desk may be accessed at either 1-866-637-8482 or vccc@vita.virginia.gov.
- You can create a ticket or check any tickets you have submitted to VCCC via the VITA Customer Portal Log On page. Use your COV (email@dss.virginia.gov) and password to log into the page.



Customer Portal Log On

User ID

Password

Database: VSM

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